DLA Virtual Contact Center (VCC) Briefing

CSR Annual Conference

25 August 2004

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Agenda

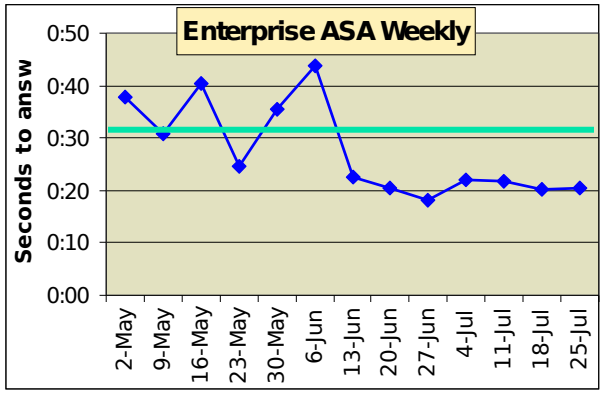
- VCC today
- VCC tomorrow
- Help us to help you (working together to improve service to the customer)
- Feedback
- Summary

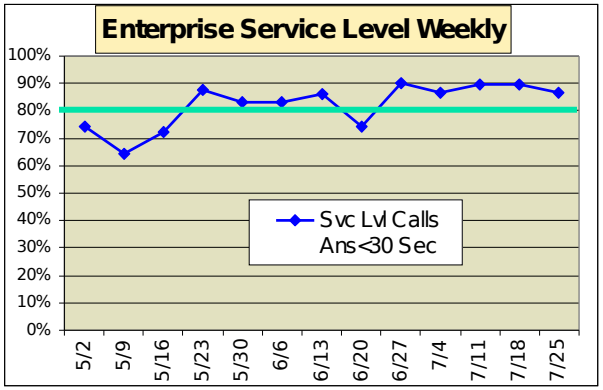
VCC Today

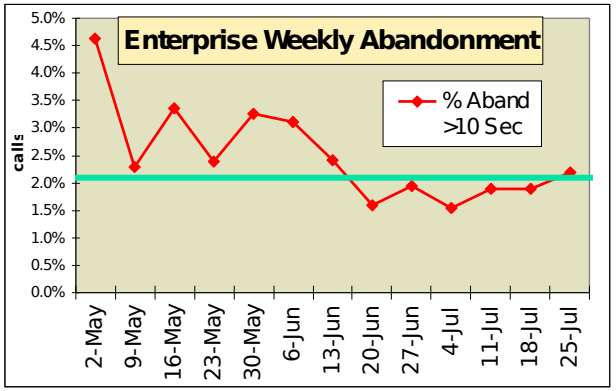
- VCC is comprised of four separate contact centers
  - DSCR (contractor)
  - DSCC (FTE)
  - DLIS (contractor)
  - DDC (FTE)
- The VCC handles workload from the above sites, and also receives queries from DSCP customers, DAPS, DRMS, Cataloging, and Central Contractor Registry functions
- All four centers share one phone system and a centralized database - each call is automatically routed to the next available agent based on established business rules while the central database is used to record customer interaction and assign calls to SME’s when needed
- In addition to phone calls, the VCC takes e-mail, and fax requests

VCC Today, continued

- Call processing performance goals met or exceeded in recent months







- "Gatekeeper" process being stood up to handle non-voice requests uniformly
  - Single e-mail address dlacontactcenter@dla.mil
  - All fax numbers feed to centralized fax server

VCC Tomorrow

- Change can be anticipated as DLA transformation efforts are rolled out (BSM and CRM)
- VCC structure and role could be impacted based upon these objectives
  - Making most efficient use of a truly virtual contact center
  - Making the best use of customer-facing resources in both contact center and CRM cell structures
  - Increasing contact management role for the “CRM Cells” being stood up by BSM
  - Implementing leading practices for contact center under CRM program
- Contact Management & Resolution Management process improvements
  - Improve the communication network and workflow to resolve customer issues…better documentation and “reach back” capabilities
- Work with customers to migrate to more automated solutions that are mutually beneficial, including:
  - EMALL
  - DESX

First cut at “Way Forward” to be worked during ***DCO meeting 26 August***

Help us to help you

(Working together to improve service to the customer)

- We can work together to raise awareness in customers of better ways to do business w/DLA
  - Automated solutions (EMALL/DESX)
  - Use resources efficiently – allow agents to focus on high priority and exception requisitions, while still supporting routine customer needs
- We can work together to improve service to our customers
  - I am your resource for compliments and concerns
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Feedback

- Based on conversations with CSR's and customers, the VCC team believes these are the key areas that need improvement/opportunities to excel
  - A: CSR recognition
  - B: Uniform level of service across VCC
  - C: Communication (policy changes/system outages)

- Based on conversations with CSR's and customers, the VCC team believes that these are the key areas in which we are doing well/strengths
  - A: Knowledgeable agents
  - B: Friendly, responsive agents
  - C: Time to answer has greatly improved

Feedback (continued)

- What else?
  - Do you need training in Magic / CRM information sharing?
  - Do you need training materials to pass on to customers? (EMALL, WebCATS, DESX)
- Where do we add the most value for you? How can we maximize it?

Feedback, (continued)

- We suggest establishing a working group of CSRs and VCC strategic staff that would:
  - Meet regularly by VTC, teleconference or through the CSR Collaboration room to discuss key issues/exchange information
  - Help Identify trends in customer behavior and determine the best ways to adjust to the changes
  - Provide information for Agent Newsletter/ status reports to both communities

Summary

- Let’s review:
  - VCC today
  - VCC tomorrow
  - Help us to help you (working together to improve service to the customer)
  - Feedback

Yippy – I’m Finished!!!

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